

Student Aid Internet Gateway - Overview and Contact Information

In this document, we provide overview information about the Student Aid Internet Gateway (SAIG). We cover the information in the following order:

- SAIG Overview
- SAIG Enrollment Form
- Two Factor Authentication
- Active Confirmation
- Contact Information

SAIG Overview

The SAIG was established to allow authorized entities, including Postsecondary Educational Institutions and Institutional Third-Party Servicers to exchange data electronically with the U.S. Department of Education (ED, Department). To participate in the SAIG, each entity must enroll for SAIG access. The enrollment process will enable the organization enrolling to select services to receive, submit, view, and/or update student financial aid data online and by batch using ED software.

Each entity must designate one individual as its Primary Destination Point Administrator (Primary DPA). Each entity is provided with a Primary Destination Point (which is identified by a TG Number/Mailbox). The Primary DPA is the only person within the organization who can enroll other staff as Non-Primary Destination Point Administrators (Non-Primary DPAs) with Destination Points assigned for specific SAIG services. Upon completing the enrollment process, the Primary DPA can add or remove users, edit information about the entity, or change the entity's enrollment in various SAIG services.

There are different batch and Web services available to ED-approved foreign institutions. Organizations can select the appropriate services based on its individual needs. The available services include:

- *Central Processing System (CPS), Submission of Application Data:* Free Application for Federal Student Aid (FAFSA) data, including corrections, can be entered and submitted over the SAIG. Processed FAFSA data is reported to institutions on the Institutional Student Information Record (ISIR). **Note:** Only one Destination Point (TG Number/Mailbox) can be used to exchange data with **each** of the CPS applicant data functions (corrections, ISIRs).
 - *Financial Aid Administrator (FAA) Access to CPS Online:* The FAA Access to CPS Online Web site allows financial aid administrators to enter application data, view student information, and make corrections to students' processed information. It is accessed at <https://faaaccess.ed.gov>. **Note:** Only two TG Numbers/Mailboxes can receive FAA Access to CPS Online. The Destination

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Point Administrator (DPA) of the mailbox enrolled for CPS batch service will automatically be enrolled for FAA Access to CPS Online.

- *CPS Web Applications Demonstration (Web Demo) System:* Most of the features of the production versions of FAFSA on the Web and FAA Access to CPS Online (including Return of Title IV Funds) are available on the Web Demo system. The Web Demo system, which is preloaded with test data, can be used to demonstrate electronic applications to parents and students or as an aid in training financial aid administrators to assist applicants. Financial aid administrators can also use the Web site to become familiar with FAA Access to CPS Online functionality and train their staff to use the system.

You can access the Web Demo system at <http://fafsademotest.ed.gov> using the following user name and password:

User Name: eddemo

Password: fafsatest

The user name and password fields are case-sensitive.

- *National Student Loan Data System:* The National Student Loan Data System (NSLDS) is a national database that collects and maintains individual student data for all Title IV, HEA student loan borrowers and grant recipients. All institutions that participate in the Title IV, HEA student financial aid programs must have at least one Destination Point (TG Number/Mailbox) for NSLDS services that includes the online Enrollment Reporting (formerly SSCR) function for updating student enrollment and Gainful Employment (GE) data, Transfer Student Monitoring (TSM), overpayment update, and batch services for the electronic Cohort Default Rate (eCDR) and Gainful Employment rates. NSLDS Online is accessed at <https://www.nslsdfap.ed.gov>.
 - You can request NSLDS Online access to view and update Title IV, HEA loan information, enrollment history information, GE data, and view federal grants. Through online access, users may arrange to receive delinquent borrower reports which provide a list of delinquent/defaulted Direct Loans administered by the specified institution. Users can also receive a school loan listing report to assist with the institutions annual compliance audit.
- *Federal Direct Loan (Direct Loan) Program:* The Common Origination and Disbursement (COD) system enables Direct Loan origination, disbursement, and other required reporting information to be exchanged electronically through the SAIG. It is accessed at <https://cod.ed.gov/cod/LoginPage>.
 - You can request COD Online access to process Direct Loan data via the COD Web site. COD Computer-Based Training can be found at <https://ifap.ed.gov/codcbt/CODCBT.html>.

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ED Software Used to Access Services Listed Above:

- **EDconnect:** EDconnect is the Department's telecommunications software designed for Windows personal computers that allows users to send and receive data through their assigned SAIG mailbox. The appropriate Title IV Application System picks up the data, processes the data, performs any required database cross-referencing, and returns the processed data to the user's SAIG mailbox. DPA's enrolled for batch services are automatically enrolled for EDconnect service. The software as well as related technical guides can be found on the FSADownload Site at <https://www.fsadownload.ed.gov/software.htm>.
- **SAIG Web Portal:** The SAIG Web Portal is a Web site that can be used by DPAs to manage their mailboxes, to view data transmissions history to and from their assigned mailboxes, to restore previously received files, and to change their SAIG passwords. It cannot be used to send, receive, or view the contents of files. It is accessed at <https://saigportal.ed.gov/tdcm>.
- **EDExpress:** A software product provided by the Department that allows institutions to enter, edit, and manage origination and disbursement records to report Title IV student financial aid application and Direct Loan data, using EDconnect to transmit data over the SAIG. This software also has functions that institutions can use to package financial aid awards. The software as well as related technical guides can be found on the FSADownload Site at <https://www.fsadownload.ed.gov/software.htm>.

SAIG Enrollment Form

Your organization must complete a paper U.S. Department of Education's SAIG Enrollment Form for Postsecondary Educational Institutions and Institutional Third-Party Servicers (SAIG Enrollment Form) to have an SAIG mailbox and gain access to Federal Student Aid systems, including FAA Access to CPS Online, NSLDS Online, COD Online, and EDconnect. Electronic SAIG enrollment is not available for foreign school users.

To complete a paper SAIG Enrollment Form use the links found on the [Foreign School Information Page](#) to view and print the form applicable to the specific action. We explain each action type in more detail below. For each action listed below that you plan to complete, please review the related instruction checklist prior to completing the form as each action may require different information.

- **Primary DPA Designation Enrollment (Required):** Your institution is required to identify a Primary DPA. The Primary DPA is able to receive, transmit, and view private student financial aid data of U.S. students who have requested that their data be sent to your institution. The Primary DPA must be a capable individual who will ensure the safety and privacy of students' information. Usually, your primary DPA is responsible for day-to-day administration of Title IV programs at your institution.

The Primary DPA must have NSLDS Online access before being able to enroll other users for NSLDS Online access. The Primary DPA must also have COD Online Service

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before being able to enroll other users for the COD Online Service. The Primary DPA of the mailbox enrolled for CPS batch service will automatically be enrolled for FAA Access to CPS Online. The Primary DPA of the mailbox enrolled for batch services will automatically be enrolled for EDconnect.

The Primary DPA is required to complete Steps One, Two, Three, and Four of the enrollment form. When enrolling Non-Primary DPAs, a portion of Step Three of the SAIG Enrollment Form must be completed by the Primary DPA indicating that the Primary DPA has reviewed the responsibilities of DPAs with the Non-Primary DPA, including the responsibility to protect the privacy of the information obtained or provided via SAIG. The Primary DPA is also responsible for collecting the required authorization from the school's President/CEO or Designee in Step Four of all SAIG Enrollment Forms.

- ***Non-Primary DPA Designation Enrollment:*** An institution may have as many Non-Primary DPA users as needed and can enroll Non-Primary DPA users for different services based on the job or processing functions of the user:
 - All Services (COD Online, FAA Access to CPS Online, and NSLDS Online)
 - COD Online and NSLDS Online
 - COD Online only
 - NSLDS Online only
- ***Modify/Add/Delete Services for a DPA (Primary or Non-Primary):*** If a DPA user needs to add services and/or make changes to the *services* in which he or she is enrolled, a new SAIG Enrollment Form should be submitted.
- ***Change DPA (when DPA changes):*** Once the Primary DPA has the required TG mailboxes set up with the appropriate services (i.e. batch services, FAA Access to CPS Online and/ or NSLDS Online), CPS/SAIG Technical Support will assist the Primary DPA with replacing or updating changes in staff. Primary DPAs use the SAIG Enrollment Form to change or update DPA information for their existing TG mailboxes.
- ***DPA Designation Enrollment for a Third-Party Servicer:*** This enrollment action applies if your institution contracts with an independent 3rd party servicer to administer the Title IV programs. The Third-Party Servicer is responsible for completing and submitting the signature pages (Step Three and Step Four). In Step Four, the authorized official of the school must sign box 2 and the Third-Party Servicer signs box 3.

Where Do You Need to Send the SAIG Enrollment Forms?

All completed SAIG Enrollment Forms and original, signed signature pages, except when used to submit a change to the DPA, must be sent to the address below:

U.S. Department of Education
Federal Student Aid
Foreign Schools Participation Division
830 First Street, NE

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Union Center Plaza, 7th Floor
Washington, DC 20202-5340
+1-202-377-3168

SAIG Enrollment Forms used to submit a change to the DPA should be e-mailed (encrypted, password-protected, and zipped) to CPS/SAIG Technical Support at CPSSAIG@ed.gov. The current DPA loses access as soon as CPS/SAIG processes the change form.

Before mailing signature pages, confirm the following:

- ✓ The President/CEO/Chancellor or Designee (referred to as the Authorizing Official) name and signature match the information on file with ED.
- ✓ Signature pages for both *Section Three: Responsibilities of the Primary and Non-Primary Destination Point Administrators* and *Section Four: Certification of the President/CEO/Chancellor or Designee* are enclosed.
- ✓ All signatures are original. Signatures are not photocopied or stamped.

Once the Department receives the fully completed enrollment form and all required signature documents, the Department will process the enrollment. **Note:** All information in Step One, item 4 of the enrollment form must be provided in order to process the enrollment.

What Happens After the SAIG Enrollment Forms are Submitted?

Once we process the submitted SAIG Enrollment Form, the user will receive an e-mail with a pseudo-Social Security Number (SSN) and TG number. Be sure to file these numbers in a secure location; they should not be shared with other individuals. These numbers will also be needed to request and register for an FSA User ID.

TG Number: When you enroll a new DPA, a destination point will be established with an assigned "TG" number that identifies the DPA's destination point on the SAIG. The TG number (also referred to as the mailbox, SAIG mailbox, or Destination Point mailbox) is the number assigned to your institution when your institution enrolls in SAIG. A TG number is the identifier for the electronic mailbox. It is a five-character alphanumeric string preceded by "TG", such as TGA0001.

Pseudo Social Security Number (SSN): The DPA will also receive a pseudo Social Security Number (SSN). DPAs must sign up for an FSA User ID on the [SAIG Enrollment site](#) using the Pseudo SSN and other personal identifiers.

Federal Student Aid (FSA) User ID: A Federal Student Aid (FSA) User ID is required to access student information. An FSA User ID and password will be used to authenticate each user's identity prior to allowing access to Federal Student Aid systems. Users who need to register for an FSA User ID and password can do so by completing the following steps:

Step 1: Go to the [SAIG Enrollment Web site](#) and click on the "FSA User ID Registration" link on the left-hand side of the home page.

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Step 2: Enter the identifying information requested and click on Submit. This will include your pseudo-SSN.

Step 3: Follow the remaining steps, which include establishing a password and setting up challenge questions.

After the FSA User ID registration process is complete and the FSA User ID is received, the user will then need to register his or her Two Factor Authentication (TFA) token to associate it with the FSA User ID.

Two-Factor Authentication

To comply with the United States Office of Management and Budget (OMB) mandate, Memorandum M07-16 attachment 1, and as part of our ongoing efforts to ensure the security of the FSA data systems, all authorized users are required to enter two forms of “authentication” to access FSA systems via the Internet.

This security process is an established technology referred to as Two Factor Authentication (TFA).

- The first factor is something that an individual knows—his or her User ID and password.
- The second factor is something that an individual has—a token that generates a One-Time Password (OTP).

TFA will require each authorized user to log in to our systems with his or her FSA User ID and password as well as an OTP generated by a registered token device that is in the physical possession of the user. *In addition to the SAIG enrollment steps noted above*, each user must have a TFA token.

To register a TFA token, use the following steps:

1. Go to the following URL: <https://sa.ed.gov/enrole/SAWeb/selfmenu.jsp>.
2. Click on the token registration link: “Register/Maintain Token.”
3. Enter your FSA User ID and password and click on “**Login.**”
4. Complete the token registration information.
5. When the “Success” message is displayed, your token has been registered.

If a user already has a TFA token because he or she accesses another Federal Student Aid system, the user does not need to register it again. Users who do not have a TFA token should contact their Primary DPA to obtain one.

Note: If an institution needs additional TFA tokens, the Primary DPA should send an e-mail to TFA_Communications@ed.gov, and include the school name and OPE ID on the correspondence.

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When an authorized user leaves the institution, the Primary DPA should retrieve and assign the leaving individual's TFA token to a new authorized user once you have completed the appropriate SAIG enrollment forms for that new user. You do not need to request a new token.

Active Confirmation

Every organization enrolled for a Student Aid Internet Gateway (SAIG) account is required to review and validate its assigned TG numbers annually. This process is referred to as active confirmation. Active confirmation includes TG numbers (SAIG Mailboxes) with access to the [NSLDS Professional Access Web site](#) and all [FAA Access to CPS Online](#) user accounts. It also includes TG numbers enrolled for SAIG batch services for the National Student Loan Data System (NSLDS), the Central Processing System (CPS), and the Common Origination and Disbursement (COD) System.

Active confirmation is the process of confirming access needs of enrolled staff and deleting access that is no longer required. If active confirmation is not completed within the prescribed timeframe, all services and access assigned to the organization and individuals could be permanently removed.

Schools should monitor the IFAP Web site for electronic announcements regarding the active confirmation of TG numbers in the fall of each year.

Note: Even though active confirmation occurs each year, the Primary DPA must immediately inactivate or delete user access rights for organization employees who no longer require access when notified of the change. The Primary DPA must ensure that the organization has a process to inform the Primary DPA of any changes in a user's need for access to FSA systems because of changes to job responsibilities or termination of employment.

To cancel the enrollment of any DPAs, send a letter on your institution's letterhead identifying the TG numbers that you want cancelled. You will need to have the President/CEO/Chancellor or Designee of the institution sign the request. The letter should be e-mailed to CPS/SAIG Technical Support at CPSSAIG@ed.gov.

Special System Access Rule for the NSLDS Web Site: In addition to active confirmation, an NSLDS user must log in and update his or her password **every 90 days** or the user account will be locked. To unlock the account, the user must correctly answer his or her established security questions. If an NSLDS user does not log in for a 365-day period, the user's account will be deactivated.

Contact Information

If you need assistance completing the SAIG Enrollment Form, please contact the Foreign Schools Participation Division at fsa.foreign.schools.team@ed.gov. The subject of your e-mail should be in the following format: "SAIG Enrollment Assistance: [School name and eight-digit OPE-ID]".

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Contact the CPS/SAIG Technical Support and the TFA Support Center at +1-319-665-4762 or CPSSAIG@ed.gov for the following:

- Retrieving login information to FAA Access to CPS Online
- Technical support for EDconnect/EDExpress
- Assistance with using FAA Access to CPS Online
- For questions specific to TFA, e-mail TFASupport@ed.gov

Contact the NSLDS Technical Support Team at +1-785-838-2141 or NSLDS@ed.gov for the following:

- Retrieving login information to the NSLDS Web site
- Enrollment reporting
- Assistance with using the NSLDS Web site

Contact the COD School Relations Center at +1-571-392-3737 or CODSupport@ed.gov for the following:

- Direct Loan origination and disbursement
- Reconciliation
- Obtaining reports from the COD system
- Assistance with using the COD Web site or the Direct Loan Origination Tool